

# SERVICE MATRIX GLOSSARY

## **Access**

When used in this Gaps Analysis, “access” or any of its derivatives typically refers to the ability of the client population to make use of services. It refers to time (after-hours or weekends), place (conveniently located), and language of workers.

## **Actively Link to Community Services**

Case workers and programs go beyond Information & Referral assisting clients to make application for services available in the community, and insuring that once deemed eligible, client is assisted to remain eligible (e.g., provide monitoring of job searches, assist client to attend required appointments, advocate for client, etc.).

## **Affordable Housing**

To reduce incidences of homelessness among the working poor, housing costs (including utility costs) should make up no more than 30% of a household’s income, but many households.

## **Assessment**

When used in reference to case management, assessment means determining a person’s current and potential strengths, weaknesses and needs.

## **Barriers**

Objects, rules, or circumstances that impedes an individual’s or family’s attainment of a goal, e.g. an unemployed person is offered a low-paying job in a convenience store, but first must obtain a TAM card, Sheriff’s card, and Nevada State ID – which can cost \$150 – before s/he can begin work.

## **Basic Needs**

Those physiological needs such as hunger, thirst, bodily comforts, etc. associated with the lowest level of human need on Maslow’s Hierarchy of Needs.

## **Basic Reading / Writing Literacy**

Achievement of reading or writing skills at or above a sixth-grade level.

## **Breakfast**

Nutritious meal served in the morning; would include food items from at least three groups of the food pyramid.

## **Bridges**

A partial denture anchored to adjacent teeth, to fill a gap.

## **Case Management**

Generally, includes a majority of the following functions:

- Outreach and client identification: to attempt to enroll clients not using normal services
- Assessment: to determine a person’s current and potential strengths, weaknesses and needs

- Linkage: to transfer clients to necessary services and treatments provided in the community
- Monitoring: to conduct ongoing evaluation of client progress and needs
- Client Advocacy: to intercede on behalf of a specific client or a class of clients to ensure equity and appropriate services
- Direct Service: provision of clinical services or financial assistance to overcome barriers
- Crisis Intervention: assisting clients in crisis to stabilize through direct interventions and mobilizing needed supports and services
- System Advocacy: intervening with organizations or larger systems of care in order to promote more effective, equitable, and accountable services to a target client or group
- Resource Development: attempting to create additional services or resources to address the needs of clients
- Discharge Planning: implementing many of the above functions again to help client plan to transition from one type of setting or service program to another.

### **Childcare Subsidy**

Financial assistance with all or portion of the costs of the care of dependent children by a provider of the parent's choice.

### **Chronically Homeless**

Persons experiencing repeated and/or prolonged episodes of homelessness. The U.S. Department of Housing and Urban Development defines a chronically homeless person as an individual (no members of families) with a disability that has been homeless for more than one year, or for four (4) or more times within the past three (3) years. NOTE: family households cannot be considered chronically homeless. Disabling condition is defined as "a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions." A project can be said to target the chronically homeless when at least 70 percent of the project's clients can be defined as chronically homeless.

### **Co-occurring Disorders**

The term "co-occurring" or "co-morbidity" refers to the presence of any two or more illnesses in the same person. These illnesses can be medical or psychiatric conditions, as well as drug use disorders, including alcoholism. Co-morbid illnesses may occur simultaneously or sequentially. The fact that two illnesses are co-morbid, however, does not necessarily imply that one is the cause of the other, even if one occurs first.

### **Cooperation**

Association of persons or organizations for common benefit; a dynamic state characterized by sufficient mutual benefit to outweigh disadvantages associated with crowding or competition.

### **Coordination**

To bring into a common action, movement, or condition; to harmonize; to act together in a smooth and concerted way.

**Crisis Intervention**

Assisting clients in crisis to stabilize through direct interventions and mobilizing needed supports and services.

**Dental/Vision**

Intervention and remedial dental or vision services, including provision of corrective materials (e.g., eyeglasses or contact lenses, dental bridges)

**Dental Check-Ups**

Preventive assessment and treatment by a dentist. Typically includes a complete exam and cleaning.

**Deposits**

Money given as a pledge; may be a nominal non-refundable fee or the equivalent of one or two month's rent.

**Detox**

Short for detoxifying, which is to remove the poison or effect of poison from a person involved in heavy substance use (alcohol or drugs)

**Dinner**

Nutritious meal served in the evening; would include food items from at least three groups of the food pyramid.

**Direct Financial Assistance**

Provision of financial assistance, in the form of voucher promise-to-pay or issuing cash or check, on behalf of a client. Paying debt owed or fee for service for a client, removing a barrier.

**Disability**

Is any of the four definitions:

- Defined in section 223 of the Social Security Act (42 U.S.C. 423); or
- Having a physical, mental, or emotional impairment that (a) is expected to be of long-continued and indefinite duration; (b) substantially impedes an individual's ability to live independently; and (c) is of such a nature that such a disability could be improved by more suitable housing conditions.
- A developmental disability as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 15002) or
- The disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiological agent for AIDS.

**Discharge Planning**

Implementing many of the case management functions to help client plan to transition from one type of setting or service program to another.

**ESL Classes**

English as a Second Language classes or tutoring offered to persons speaking another language.

**Early A.M. coffee / Donuts**

Early morning meal consisting only of coffee and pastries.

**Emergency Care**

Medical care, treatment or services provided when an unforeseen combination of circumstances calls for immediate action.

**Emergency Dental Care**

Similar to Emergency Care above, but focusing on dental services, and typically involving pulling teeth or root canals.

**Emergency Shelter**

Housing (usually dormitory-style) that has minimal entry criteria, includes time limits, is located in a structure offering protection from the elements, provides restroom facilities and drinking water, is supervised and offers appropriate lighting/cooling and proper ventilation. Generally, one hot meal is served, and no fee is required.

**English for the Workplace**

ESL classes that focus on workplace terminology, particularly phrases specific to a particular industry.

**Eye Exams**

Preventive assessment and treatment by an optometrists.

**Family Planning**

The availability of information, counseling and exams concerning a wide range of sexual and reproductive health services that focus on prevention, early intervention, diagnosis and treatment, and community and professional education.

**Fillings (dental)**

Something used to fill a cavity in a tooth, diminishing pain and preserving the tooth and dental health.

**Financial Assistance**

Paying debt owed or fee for service for a client, removing a barrier.

**Former Foster Care Youth**

Young adults who exited the foster care system unprepared to live independently and to retain housing stability. These former foster care youth are eligible for expanded financial assistance and case management funded by the 2003 Nevada State Legislature (AB94).

**Food Baskets**

Bundles of foodstuffs (typically, non-perishable food items) distributed to needy individuals and families by food banks, social service agencies or other community-based organization.

**GED Study**

Providing tutoring, study books, and practice tests for the General Equivalency Degree test.

**GED Test**

A test one must pass to acquire a General Equivalency Degree when one does not have a high-school degree. The test is composed of modules testing writing skills, social studies, science, mathematics, and interpreting literature and the arts.

**Goals of the McKinney-Vento Act**

Refers to the three primary goals of all HUD-funded homeless projects; namely, to support programs and services that help homeless persons (1) achieve residential stability, (2) increase their skill levels and/or income, and (3) obtain greater self-determination.

**Greater Self-Determination**

Refers to increases in the influence that a person has on decisions that affect her/his life. Those increases may result from such actions as involvement in the development of his/her individual housing and supportive services plan (including developing personal goals), participating in resident advisory council meetings or other involvement in the development of program rules and procedures, involvement in program implementation through such activities as employment and volunteer services, and choice in selecting service providers.

**Home Health Care**

Home health care is for people who are homebound and for people who cannot go to the doctor's office for needed care, but do not need to be in a nursing home. Some services a person might need in her/his home (or, in a shelter or camp setting) are: Physical Therapy, Skilled Nursing Services, and Home Health Care Aides.

**Homeless**

Means individual or family that lacks a fixed, regular, and adequate nighttime residence, and includes those who reside in one of the places described below:

- In places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings; or
- In an emergency shelter; or
- In transitional or supportive housing (for homeless persons who originally came from the streets or emergency shelter); or
- Is being evicted within a week from a private dwelling unit and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing without assistance; or
- Is being discharged within a week from an institution in which the person has been a resident for more than 30 consecutive days and no subsequent residence has been identified and s/he lacks the resources and support networks needed to obtain housing.

**Homeless Management Information Systems (HMIS)**

A computerized data collection tool specifically designed to capture client level system-wide information over time on the characteristics and service needs of men, women, and children experiencing homelessness. It is either a vendor developed software product or a community's homegrown software system. An HMIS is not a stand alone, program specific database.

**ID Cards**

Identification cards or other means of validating a person's identity. Typically, legal identification cards are required to work, to enroll in most mainstream programs, and even to access emergency or temporary shelters when homeless. The recently passed federal Intelligence Reform legislation has provisions related to identification requirements and limitations on obtaining replacement Social Security cards that have the potential to negatively affect homeless persons' ability to obtain identification.

**In-Patient Care**

Treatment (usually, mental health or substance abuse treatment) that occurs in a group living environment that includes room, board and round-the-clock care. Homeless persons, who otherwise do not have the stability to remain actively engaged in treatment for their disorders, particularly need in-patient treatment.

**Increased Skill Level and/or Income**

Refers to the resources needed to persons to live as self-sufficiently as possible. For many homeless persons, this involves actions to bridge the gap between current income and the cost of living. The gap could be closed through employment, a higher-paying job, or access to entitlement benefits. For homeless persons with mental or physical disabilities that are so severe as to rule out outside employment, the goal of increased skill level and/or income may involve actions to increase self-sufficiency in other ways (e.g., life skills training, increased income through employment within a project, or increased income through access to entitlement benefits). For others, it may just consist of ensuring the household enrolls for all public, income-support programs it is eligible for, such as food stamps, child support enforcement, child care subsidies, Medicaid, Medical Card or Nevada Check-Up, or Social Security Survivor's Benefits.

**Intake**

The initial phase of enrolling a client into a program or service; the data gathering stage. It usually occurs within 72 hours of program acceptance.

**Interview Clothes**

Clothing, shoes and accessories appropriate to making a "good first impression" when job hunting.

**Job Development**

The act of developing job opportunities for a target population, and may include coordination or cooperation among major employers and social service providers.

**Job Training**

The provision of job-specific training either in a classroom setting or on-the-job.

**Late Fees**

Fees and charges assessed on past-due payments, particularly for rent.

**Life Skills Follow-Up**

Counseling and/or encouraging clients to build their own capacity by practicing practical life skills during and between case management interviews.

**Lunch**

Nutritious meal served in the early afternoon; would include food items from at least three groups of the food pyramid.

**McKinney-Vento Act**

Federal authority for billions of dollars supporting hundreds of programs targeting the special needs of homeless individuals in all the federal Departments.

**Medicaid**

A state-run program that pays for health care services to low-income Nevadans who qualify, based on federal and state law. Nevada Medicaid is often confused with Medicare. The basic difference is that eligibility for Nevada Medicaid is based on financial need.

**Medicare**

A federally run program that pays for health care services to qualified individuals. Medicare is often confused with Medicaid. The basic difference is that Medicare is not based on financial need, but is available to almost anyone who has been determined disabled by the federal Social Security Administration, or who is age 65 years of age or older.

**Medications**

Medicines to treat illnesses or their symptoms. Some medications are only available by prescription from a doctor and dispensed by pharmacies. Other medications are available over-the-counter (OTC medications) at most grocery stores and many convenience stores.

**Monitor Service Plan**

Conducting ongoing evaluation of client progress and needs, making referrals and linkages to other services as needed and working with the client to remove any barriers to completion of their Service Plan, or Plan of Action.

**On-Site Support Groups**

Many shelters host 12-Step program meetings on-site to assist shelter residents to maintain sobriety. Support Groups may also include group therapy for special-needs populations, such as domestic violence victims or rape victims.

**On-the-Job Training**

A paid period of employment where training is the priority and permanent employment is the goal.

**OTJ Follow-Up Support**

Case management, or monitoring of a service plan, after placement into permanent employment, with the focus being on job retention.

**Outpatient Care**

Treatment (usually, mental health or substance abuse treatment) that occurs in a group environment at prescribed times and locations, where participants all reside in their own housing and are otherwise stable.

**Pay for Books or Tests**

While there are many outlets for taking the GED Test and receiving some tutorial support, few places will purchase the books or pay for the test fees on behalf of a client.

**Phone Messages**

A method whereby a potential employer can leave word for a client regarding an application, interview or follow-up information. While some shelters have a “hello line” to afford some level of anonymity, homeless clients are often reticent to rely on this service, as this system is less reliable than a personal voice mail.

**Plan of Action (POA)**

The Service Plan or list of things to do prepared by a case manager in conjunction with the client which details action steps to be taken to achieve the client’s goals.

**Pre- and Post-Natal Care**

Health care related to pregnancy and birth, including prenatal visits, lab work, tests, charges for labor and delivery, anesthesia, the hospital stay and a six-week checkup after the baby is born. May also include support and education concerning breastfeeding.

**Prevention**

Refers to activities or programs designed to prevent the incidence of homelessness, and usually includes short-term subsidies to defray rent and utility arrearages for individuals or families that have received eviction notices or utility termination notices.

**Private Nonprofit Organization**

An organization:

- No part of the net earnings of which may inure to the benefit of any member, founder, contributor, or individual;
- That has a voluntary board;
- That has a functioning accounting system that is operated in accordance with generally accepted accounting principles, or has designated an entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles; AND
- That practices nondiscrimination in the provision of assistance.

**Pro-Active Outreach**

Teams of professionals or paraprofessionals who go into the camps, desert areas, parks, or other places where homeless congregate to engage them in services.

**Public-Private Partnerships for Client Opportunities**

Cooperation and coordination of resources between two or more public or private organizations resulting in a new service, or an improved service, for a target population.

**Quality**

Refers to the degree to which services and supports for individuals and populations increase the likelihood for desired housing and quality of life outcomes and are consistent with current professional knowledge.



**Referrals to Community Services**

Providing individuals or families with lists of agencies and contact information for various services or needs.

**Rental Assistance**

A short-term (usually, not to exceed three (3) months) subsidy to defray rent arrearages for individuals or families who have experienced an unexpected crisis and received an eviction notice, but can otherwise pay rent.

**Residential Stability**

Refers to access to, and length of stay in, stable affordable housing. Achieving residential stability involves not only the availability of affordable, permanent housing, but also the success of the program in addressing the problems that led to the person or household becoming homeless. Those problems may involve mental illness, substance abuse, physical disabilities, unemployment, or other factors.

**Retention**

The act of retaining, or keeping possession or use of, especially referencing employment or housing.

**SNRPC**

The Southern Nevada Regional Planning Coalition was created by Interlocal Agreement in 1998 and is charged with undertaking regional collaboration efforts in Southern Nevada.

**Self-Sufficiency**

Means many things to many people. There is no universally agreed upon standard of self-sufficiency, nor what elements need to be accounted for in such a standard. For the purposes of this Gaps Analysis, a self-sufficient individual or family ultimately lives with minimal, if any, public or private assistance.

**Shelter**

Refers to any type of agency-sponsored housing activity whereby the agency provides temporary housing accommodations for clients. Shelter activities may include Emergency Shelter where placement is based on the client's emergent need and duration is typically less than 90-120 days, or Program Shelter where placement is based on a client's emergent need and duration is contingent upon participation in a program (sobriety, work, or other), or Transitional Shelter where placement is based on a client's eligibility and appropriateness for the program and duration does not exceed 24 months. The term shelter encompasses buildings, facilities and accommodations paid for by the agency, thus including any apartment living arrangements paid for by tenant-based rental assistance vouchers provided by agency or participation in agency's program.

**Sober Trans Hsg & Re-Entry**

Refers to supported living environments where maintaining sobriety and living the 12-Steps is paramount.

**Supportive Services:** (also known as essential services) address the service needs of homeless persons, such as employment, health, drug abuse, or education, to help homeless persons meet three overall goals: (1) Achieve residential stability; (2) Increase their skill

levels and/or incomes; and (3) Obtain greater self-determination. Staff costs associated with case management or provision of supportive services is considered a supportive service. Supportive Services may include, but are not limited to:

- Assistance in obtaining permanent housing
- Assistance in obtaining other Federal, State or local assistance, including but not limited to
- Public assistance such as food stamps, TANF, medical cards, child support enforcement, childcare subsidies, home energy assistance, etc.
- Employment training and placement programs provided through the Nevada Department of Employment, Training and Rehabilitation or the Workforce Investment Act.
- Medical and psychological counseling and supervision
- Employment counseling
- Substance abuse treatment and counseling
- Other services such as child care payments, transportation assistance, job placement or job training

### **Teeth Pulling**

Emergency care and treatment to pull abscessed teeth or similar medically necessary procedures.

### **Temporary Shelter**

Group or individual housing environments designed to be of a temporary or short-term nature, not to exceed 24 months.

### **Transportation**

The method of arriving at a desired destination. For the most part, homeless individuals and families rely on the Citizens Area Transit public transportation system, but many still own cars. Homeless clients need a variety of assistance with transportation, including financial assistance (with bus passes or gas vouchers), repairs, or sometimes accompaniment.

### **Tx**

Treatment, usually a medical model.

### **Uniforms / Shoes**

Clothing required for certain jobs, prescribed by the employer or safety regulations.

### **Utility Assistance**

A short-term (usually, not to exceed three (3) months) subsidy to defray utility arrearages for low-income individuals or families. The State Welfare Division, utilizing the Universal Energy Charge assessed on most utility bills, provides the majority of utility assistance.

### **Weekends**

Typically refers to Saturdays and Sundays, days mainstream program services are not available.

### **Well-Checks**

A preventive medical checkup, including head-to-toe exam, health history, and follow-up treatment and care if a health problem is identified during the exam.

**Work Cards**

Specific cards or certifications required for some jobs. They include Sheriffs Card (which confirms a background check has been conducted), a TAM Card for employees dispensing or serving alcoholic beverages, Health Card for employees working in the food industry or with children, etc.

**Young Adult**

A person between the ages of 18 and 24 years.

**Youth**

Means an unaccompanied minor – either a runaway or abandoned (“throwaway”) minor under the age of 18 years who is unable to consent for services her/himself. Services for a homeless Youth may continue for eighteen months after his/her 18<sup>th</sup> birthday, to ensure continuity of care.